



System Requirements for Enterprise Chat and Email, Release 12.5(1)

**For Unified Contact Center Enterprise and Packaged Contact Center
Enterprise**

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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Welcome to the Enterprise Chat and Email (ECE) feature, which provides multichannel interaction software used by businesses all over the world as a core component to the Unified and Packaged Contact Center Enterprise product lines. ECE offers a unified suite of the industry's best applications for chat and email interaction management to enable a blended agent for handling of web chat, email and voice interactions.

About This Guide

This document outlines the recommended hardware and software specification for Enterprise Chat and Email. It provides details about compatible third party software requirements and contains links to other documents that provide hardware and bandwidth specifications.

Related Documents

The latest versions of all Cisco documentation can be found online at <https://www.cisco.com>

Subject	Link
Complete documentation for Enterprise Chat and Email, for both Cisco Unified Contact Center Enterprise (UCCE) and Cisco Packaged Contact Center Enterprise 2000	https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html

Communications, Services, and Additional Information

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Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Alerts and Field Notices

Cisco products may be modified or key processes may be determined to be important. These are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Log into www.cisco.com and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>

Documentation Feedback

To provide comments about this document, send an email message to the following address:
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We appreciate your comments.

Server Components

Virtual Server Support for Server Components

Enterprise Email and Chat is certified with the following versions of VMWare:

- ▶ VMWare ESXi 6.5
- ▶ VMWare ESXi 6.0

Virtualized deployments must utilize the OVA templates available on the DocWiki for proper sizing and resource utilization. For more information, see the *Virtualization for Enterprise Chat and Email* documentation.

Hardware for Server Components

To determine hardware requirements for servers, use the following document:

- ▶ *Design Guide for Enterprise Chat and Email.*

Software for Server Components

- ▶ An ECE deployment has the following components.
 - [File Server](#)
 - [Application Servers](#)
 - [Web Servers](#)
 - [Messaging Server](#)
 - [Services Server](#)

- Database Server
- Email Servers

File Server

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2016 Edition: Standard or Datacenter Version: 64-bit Language: English

Software requirements for the file server

Application Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2016 Edition: Standard or Datacenter Version: 64-bit Language: English
Application server	▶ Eclipse JETTY 9.4.14 (Installed automatically)
Java	▶ OpenJDK 11.0.1 (Installed automatically)
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.8i or higher or ▶ Symantec® AntiVirus® Endpoint Protection 12.1 or higher

Software requirements for application servers

Web Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2016 Edition: Standard or Datacenter Version: 64-bit Language: English
Web server	▶ Microsoft® IIS® 10 (installed automatically)
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.8i or higher or ▶ Symantec® AntiVirus® Endpoint Protection 12.1 or higher

Software requirements for web servers

Messaging Server

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2016 Edition: Standard or Datacenter Version: 64-bit Language: English
Application server	▶ Apache ActiveMQ 5.15.6 (Installed automatically)
Java	▶ OpenJDK 11.0.1 (Installed automatically)
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.8i or higher or ▶ Symantec® AntiVirus® Endpoint Protection 12.1 or higher

Software requirements for the messaging server

Services Server

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2016 Edition: Standard or Datacenter Version: 64-bit Language: English
Java	▶ OpenJDK 11.0.1 (Installed automatically)
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.8i or higher or ▶ Symantec® AntiVirus® Endpoint Protection 12.1 or higher

Software requirements for the services server

Database Server

Item	Requirements
Operating system (OS)	<ul style="list-style-type: none">▶ Microsoft® Windows Server® 2016 Edition: Standard or Datacenter Version: 64-bit Language: English
Database	<ul style="list-style-type: none">▶ Microsoft® SQL Server® 2016 (SP2 with CU2 or higher) Standard, Business Intelligence, or Enterprise editions Version: 64-bit
Collation	ASCII (case insensitive)
Clustering for failover (optional)	A cluster of database servers can be configured to achieve failover.
Anti-virus	<ul style="list-style-type: none">▶ McAfee® VirusScan® Enterprise version 8.8i or higheror▶ Symantec® AntiVirus® Endpoint Protection 12.1 or higher

Software requirements for the database server

Email Servers

The application works with all mail servers that support the following protocols

- ▶ For incoming emails: POP3, IMAP
- ▶ For outgoing emails: SMTP

Agent and User Desktops

Bandwidth for Agent and User Desktops

This section describes the bandwidth required between the user desktops and the web servers in the ECE deployment.

- ▶ **At sign in:** Average bandwidth requirement at login is 384 kilobits/second per user.
- ▶ **At steady state:** Average bandwidth requirement after login, working at a steady state, is 40 kilobits/second per user.

These values are based on load tests run in our labs.

Hardware for Agent and User Desktops

While determining hardware needs, in addition to the minimum requirements mentioned here, consider the resources required for other applications that will be running on the desktop at the same time as ECE.

Item	Minimum requirements
CPU	Intel® or AMD®, 1.4 GHz or higher processor Version: 32-bit or 64-bit
RAM	<ul style="list-style-type: none">▶ For Microsoft® Windows® 7: 4 GB 2 GB available physical memory for ECE▶ For Microsoft® Windows® 8: 4 GB 2 GB available physical memory for ECE▶ For Microsoft® Windows® 10: 4 GB 2 GB available physical memory for ECE
Hard disk	512 MB for the Temporary Internet Files folder used by browser
Screen resolution	1024 x 768 pixels (minimum as well as recommended setting)

Minimum hardware requirements for user desktops

Software for Agent Desktops

Item	Requirements
Operating system (OS)	No specific OS is required for ECE. Note: See <i>Cisco Finesse Installation Guide</i> to identify the OS that will work with both ECE and Cisco Finesse.
Operating system (OS) language	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian
Web browser	<ul style="list-style-type: none"> ▶ Google Chrome, most recent generally available version ▶ Mozilla® Firefox®, most recent generally available version ▶ Microsoft Edge, most current generally available version ▶ Microsoft® Internet Explorer® - version 11.0 or higher <p>Note: For the most current information on supported browsers, see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/ucce_compatibility/matrix/rcct_b_112cce-solution-compatibility-matrix.html</p>
Cisco Finesse	<ul style="list-style-type: none"> ▶ Cisco Finesse 12.0(1) <p style="text-align: center;"><i>or</i></p> <ul style="list-style-type: none"> ▶ Cisco Finesse 12.5(1)
Anti-virus	<ul style="list-style-type: none"> ▶ McAfee® VirusScan® Enterprise version 8.8i or higher <p style="text-align: center;"><i>or</i></p> <ul style="list-style-type: none"> ▶ Symantec® AntiVirus® Endpoint Protection 12.1 or higher
Popup blockers	Popup blockers need to be disabled.
Localized user interface	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian. NOTE: Chinese (Simplified), Japanese, and Korean user interfaces require operating systems in corresponding languages.

Software requirements for agent desktops

Software for Other User Desktops

The section describes software requirements for all users who need to access the Supervision, Reports, Knowledge Base, Administration, System, and Tools Consoles of ECE.

Item	Requirements
Operating system (OS)	<ul style="list-style-type: none"> ▶ Microsoft® Windows® 7 <p>or</p> <ul style="list-style-type: none"> ▶ Microsoft® Windows® 8 (Desktop mode) <p>or</p> <ul style="list-style-type: none"> ▶ Microsoft® Windows® 10 (Desktop mode) <p>Note: See <i>Cisco Finesse Installation Guide</i> to identify the OS that will work with both ECE and Cisco Finesse.</p>
Operating system (OS) language	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian
Java runtime environment	<ul style="list-style-type: none"> ▶ Oracle JRE 1.8.0 (update 66 or higher) <p>This is required only to administer workflows from the Administration Console.</p>
Web browser	<ul style="list-style-type: none"> ▶ Microsoft® Internet Explorer® 11.0 or higher <p>Internet Explorer runs in compatibility mode.</p> <p>For the most current information on supported browsers, see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/cm_enterprise/ucce_compatibility/matrix/rcct_b_112cce-solution-compatibility-matrix.html</p>
Anti-virus	<ul style="list-style-type: none"> ▶ McAfee® VirusScan® Enterprise version 8.8i or higher <p>or</p> <ul style="list-style-type: none"> ▶ Symantec® AntiVirus® Endpoint Protection 12.1 or higher
Native xmlHTTP	Native xmlHTTP must be enabled. This is required for Ajax.
JavaScript	JavaScript must be enabled.
Cookies	Cookies must be enabled.
Popup blockers	Popup blockers need to be disabled.
Localized user interface	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian. NOTE: Chinese (Simplified), Japanese, and Korean user interfaces require operating systems in corresponding languages.

Software requirements for other desktops

Customer Desktops

Hardware for Customer Desktops

We do not mandate any minimum requirements for customer desktops used in chat interactions.

Software for Customer Desktops

These software requirements are for customer desktops used in chat interactions. There are no specific software requirements for desktops used for emails.

Item	Requirements
Browsers	One of the following: <ul style="list-style-type: none">▶ Microsoft® Internet Explorer® 11 or higher▶ Mozilla® Firefox®, most recent generally available version▶ Safari, most recent generally available version▶ Google Chrome, most recent generally available version▶ Microsoft® Edge®, most recent generally available version
JavaScript	JavaScript must be enabled.
Cookies	Cookies must be enabled.
Popup blockers	Popup blockers need to be disabled for page-push.

Browsers supported for chat interactions

Mobile Devices for Customers

- ▶ Apple iOS (8.1.1 or higher) and Android (4.4.2 or higher) devices are supported for chat.